SYNTHESYS LIVE MONITOR

Queue Distribution
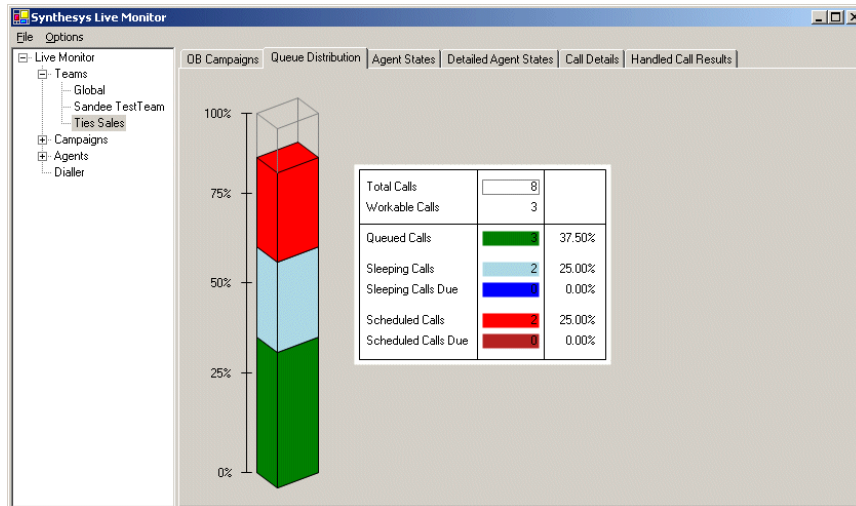
Agent State

SYNTHESYS LIVE MONITOR

Introduction

The core function of the *Synthesys Live Monitor* is to provide *real-time* information of call centre activities for call centre supervisors and managers.

You can view the current state of all live campaigns that are running and observe individual agent activity within your call centre in real-time.

Detailed data statistics are displayed for the individual teams, campaigns, Outbound lists and Outbound groups, agents and the dialler, with information about Queue distribution, Agent State, Handled Call Results and Dialler Results being visually represented in graphs.

The data shown includes, for example, the average agent talk time and you can see how long an agent takes on a particular section of a callflow. This allows you to identify problem areas or congestion points within a callflow, which can be refined in the Campaign editor, to improved performance.

The performance monitor works on the .net framework, and additional software may need to be installed before the monitor will work correctly.

Live Monitor Main Screen

Using the category headings *Teams, Campaigns, Agents, Dialler* and *Licensing*, detailed data statistics can be displayed for the individual teams; campaigns, outbound lists and outbound groups, agents and the dialler and licensing arrangements can be viewed.

Menu Bar   Tab Options   Data Statistics
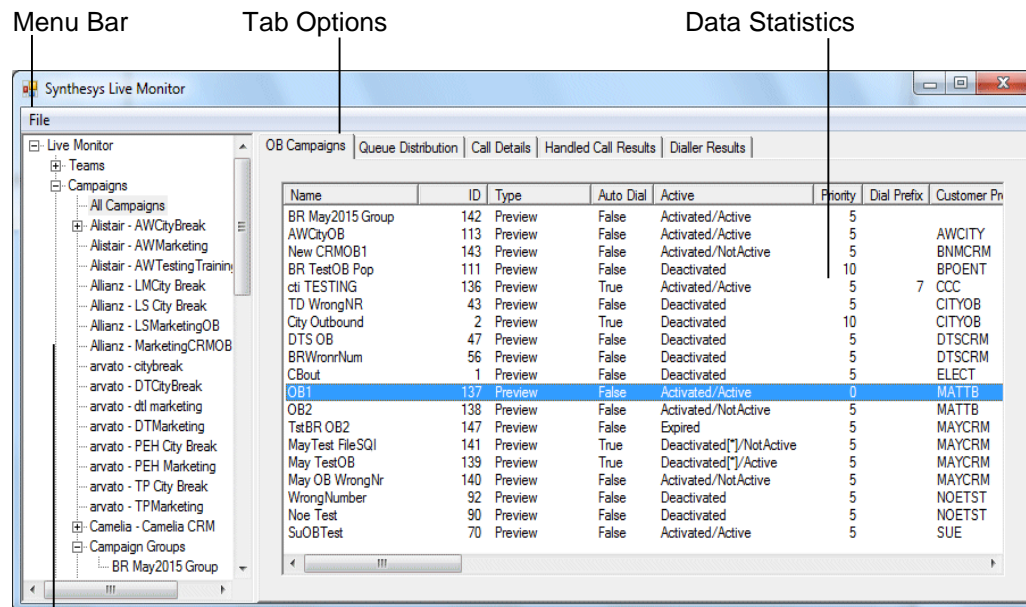
Live Monitor Directory

To display the available options:

- Click on the ⊞ sign next to the Live Monitor caption.

- Click on the ⊞ sign next to Teams and Campaigns respectively, to display a list of all teams and campaigns, including the Outbound lists and outbound groups set up on the Synthesys system.

- Click on the ⊞ sign next to Agents, to display all agents currently logged on to Synthesys and in the *Start Work* screen.

- Select Dialler, to view dialler statistics.

- Select Licensing, to view the current Synthesys and Predictive Dialler licensing arrangements.

Selecting the individual team, campaign, outbound list/ outbound group or agent, you can view the corresponding detailed data statistics.

Available Tab Options

The Live Monitor displays detailed data statistics for the individual Teams, Campaigns, Outbound lists and Outbound groups, Agents and the Dialler.

Option	Displays:
OB Campaigns	Detailed statistics for Outbound lists. This option is available on Team and Campaign level.
Queue Distribution	A graph showing queue details. This option is available on Team, Campaign and Outbound list/ Campaign group level.
Agent States	A graph representing the different Agent States. This option is available on Team, individual Campaign & Outbound list/ Campaign group and 'All Agents' level.
Detailed Agent States	Real time statistics for all agents. This option is available on Team, individual Campaign & Outbound list/ Campaign group and 'All Agents' level.
Call Details	Shows detailed call statistics of all calls completed in the current user session. This option is available on Team, Campaign, Outbound list/ Campaign group and Agent level.
Current Call Details	Shows Customer details of the call in progress. Supervisors can follow the advancement of the call, with section names and time spent in each section displayed and supervisors can view history events associated with a customer.
Handled Call Results	A graph showing all Handled calls in 'real time', including the Call Results. This option is available on Team, Campaign, Outbound list/ Campaign group and Agent level.
Dialler Results	A graph showing dialler result details. The option is available on Campaign and Outbound list/ Campaign group level.
Factor details	Displays the factor details, i.e. the value used to calculate how many calls to dial on a predictive campaign. This option is available on Outbound list/ Campaign group level.
Group Summary	Detailed statistics for Outbound groups. This option is available on Campaigns Group level, located under the Campaigns level, as part of the All campaigns options.
CTI Details	Displays details of the Predictive Dialler and the Switch. This option is available on the Dialler level
Licensing	View current Synthesys and PD licensing arrangements.

Terminology

Term	Definition
Talking	Refers to agents taking calls, with the 'talking' state starting as soon as the telephone becomes unavailable, for example, when agents press the dial button or even just take the phone of the hook.
Talk Time	The time when the agent starts the 'talking' state, or is actually connected on the phone and still in the script. (ONLY THE FIRST DIAL IS COUNTED HERE, ANY SUBSEQUENT DIALS ARE COUNTED IN WRAP)
Previewing	Starts when the agent is in the script BEFORE entering the 'talking' state or being connected.
Connected	The term connected refers to the point when the Synthesys CTI interface receives a notification from the switch that the agent is no longer available. There may be a variation of up to 1 second between the call being connected and the Synthesys CTI interface being notified by the telephone switch.
Wrapping	Starts when an agent is no longer both on the phone and in a script following a dial, regardless of whether or not the dial results in a connected call.
Wrap Time	Starts when the agent enters the 'wrapping state' plus any switch wrap up time (set in the inf file Default 2 seconds).
Idle Time	The time between an agent ending wrap up state and getting the next screen pop (except for the first call of the day, where it is from the log in to the first screen pop.

OB Campaigns/ Campaign Group Options

The *OB Campaigns Option* is available on Team and Campaign level and shows detailed statistics of your Outbound lists and Outbound groups.

Option	Displays:
Name	The names of the Outbound lists/ OB groups.
ID	The Outbound list/ OB group ID's.
Type	Type of Outbound list/ OB group: 'Preview or Predictive'.
Auto Dial	True or False, depending if Auto Dial is activated or not.
Active	**Activated/ Active** = the OB list is activated and on active times; **Activated/ Not Active** = the OB list is activated but outside of its active times; **Deactivated** = the OB list is deactivated; **Deactivated[*]/Active** = the OB list is deactivated, but on active times in at least one OB Group using Group settings (i.e. 'Use Campaign State' is NOT ticked); **Deactivated[*]/Not Active** = the OB list is deactivated and outside of its active times in at least one OB Group using Group settings (i.e. 'Use Campaign State' is NOT ticked); **Expired =** the OB campaign has expired, i.e. it is past the end date specified using the Campaign Expires option.
Priority	The priority rating of the Outbound list/ OB group: Low = 0; High = 10
Dial Prefix	The initial number (i.e.'9') used to dial out.
Customer Prefix	The customer prefix of the CRM.
Idle Agents	The number of agents waiting' in 'Start Work' without currently taking calls.
Expected Free Agents	The number of agents that the dialler expects to be free within the average connect time for the campaign.
Unavailable Agents	The number of agents in 'Start Work', but currently not available to make or take calls (i.e. 'On Break').
Previewing Agents	The number of agents previewing calls.
Talking Agents	The number of agents in the taking state, with 'talking' starting as soon as the telephone becomes unavailable, i.e. agents press the dial button or begin to dial, or even just take the phone of the hook.
Wrapping Agents	The number of agents in the process of completing calls, from clicking OK in the conclusion window of a Callflow to hanging up the phone, or from hanging up the phone to clicking OK in the conclusion window of a Callflow.

OB Campaigns Option continued

Option	Displays:
Total Agents	The total number of agents available to take calls.
Avg Idle Time	The average time an agent is waiting in 'Start Work' without being in the talking state, in any one session.
Queued Calls	The total number of calls queued in the Outbound Manager.
Sleeping Calls Due	The total number of sleeping calls due to be taken.
Rescheduled Calls Due	The total number of rescheduled calls due to be taken.
Calls in Hopper	The total number of calls in the Dialler cache.
Total Calls Worked	A count of predictive dials, plus preview records handed to agents.
Calls To Make	The total number of predictive calls that the Dialler has calculated it needs to make for an Outbound list/ OB group.
Calls Requested	The actual number of calls the dialler requests the CTI layer to make.
Max NC Rate	The maximum nuisance % rate acceptable for predictive Outbound list/ OB group.
Current NC Rate	The current nuisance % rate for the predictive Outbound list/ OB group
Current SR	The current success rate (SR) in percent (%) of calls that are given to the agents.
Avg Connect	The average time it takes for predictive dialled calls to be connected.
Trunks Allocated	The number of lines allocated for predictive dialling.
Next Start Time	The next time the campaign becomes live based on the active time settings in the Synthesys Outbound Manager.
Next End Time	The next time the campaign is due to finish based on the active time settings in the Synthesys Outbound Manager.
Estimated Time left	The estimated time the campaign runs out of call data, based on the number of records still to be worked, the number of agents and the average duration of the calls.
Weight	Weighting set for the Outbound groups to determine the number of calls to be taken from a selected Outbound list within a group, before moving to the next.

Detailed Agent States Option

This option is available on Team, individual Campaign, Outbound list, Campaign group and 'All Agent' level and shows real time statistics for all agents.

Option	Displays:
User Name	The name used to log on to Synthesys.
Agent ID	The agent's ID, as allocated in Synthesys Personnel.
First Name	The agent's first name, as entered in Synthesys Personnel.
Last Name	The agent's surname, as entered in Synthesys Personnel.
Machine Switch	The name of the workstation. The name of the switch / PBX used.
Extension	The extension number for the workstation.
Status	The current status of the agent, i.e. 'Waiting' 'Previewing' etc.
Detailed Status	The current agent state ('Available'; 'Unavailable – Break') or the agent's progress within a campaign, showing the campaign and current section name, or 'Wrap-up' once the agent has reached the conclusion window.
Time in State	How long agents have been in the current Status.
OB Campaign	The name of the Outbound list currently allocated to the agent.
Handled Calls	All calls that the agent has taken. Aborted I/B calls are displayed as completed calls, aborted O/B calls show the selected aborted type.
Finished Calls	All Inbound and Outbound calls that an agent has completed, but NOT the aborted O/B calls.
Time Logged On	The time an agent has logged on and accessed 'Start Work'.
Total Talk Time	The length of time an agent is both, connected on the phone and in a Synthesys Callflow.
Avg Talk Time	The average length of time the agent is connected on the phone and in a Synthesys Callflow (ONLY THE FIRST DIAL IS COUNTED HERE, ANY SUBSEQUENT DIALS ARE COUNTED IN WRAP).
Total Wrap-up Time	The total time when an agent is <u>not</u> both on the phone and in a script following a dial, whether the dial results in a connected call or not, plus any switch wrap up time.

Detailed Agent States continued

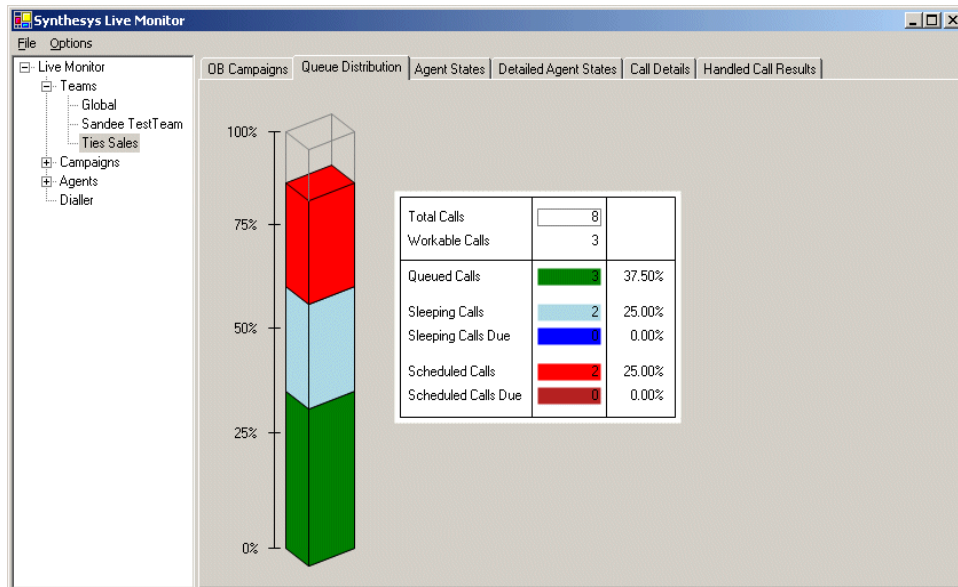| Option	Displays:
Avg Wrap-up Time	The average time when an agent is <u>not</u> both on the phone and in a script following a dial, whether the dial results in a connected call or not, plus any switch wrap up time.
Total Idle Time	The total time between an agent ending wrap up status and getting the next screen pop.
Avg Idle Time	The average 'Idle Time' between an agent ending wrap up status and getting the next screen pop in any one session.
Total Preview Time	The total time an agent is in a Synthesys callflow BEFORE the call is connected.
Avg Preview Time	In average length of time an agent is in a Synthesys callflow BEFORE the call is connected.
Total Unavailable Time	The total time of an agent being unavailable to take calls in any one session.
Avg Unavailable Time	The average time of an agent being unavailable to take calls in any one session.

Call Details

This option is available on Team, Campaign, Outbound list, Campaign group and Agent level and shows call statistics of all calls completed in the current user session.

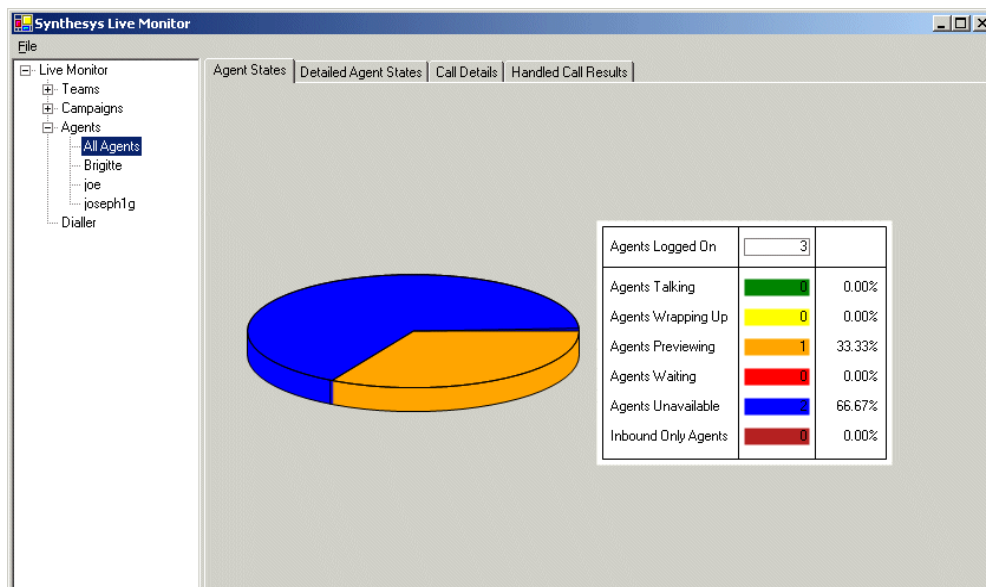| Option	Displays:
User Name	The name of the user logged into Synthesys.
Sequence ID	The unique ID for the completed call in the current user session.
Customer ID	The Customer ID (CRM Prefix) of the completed call.
Call Type	'Inbound' or Outbound', depending on whether it was an Inbound or Outbound list.
Call Result	The outcome of the call. Finished calls display the Call Results, as set up in the conclusion flags in the Callflow Editor; aborted calls show the aborted type, i.e Rescheduled; Phone engaged; etc.
Campaign	The name of the campaign.
OB Campaign	The name of the Outbound list.
Queue ID	The Queue ID of an Outbound list (or IB for an Inbound call).
Time Started	The date and time the call started.
Time Finished	The date and time the call finished.
Preview Time	The length of time an agent was in a Synthesys callflow BEFORE the call was connected.
Talk Time	The time the agent was in the talking state and in the Synthesys Callflow. (ONLY THE FIRST DIAL IS COUNTED HERE, ANY SUBSEQUENT DIALS ARE COUNTED IN WRAP)
Wrap Time	The time when an agent spent <u>not</u> both on the phone and in a script following a dial whether the dial results in a connected call or not, plus any switch wrap up time (set in the inf file Default 2 seconds).
Total Time	The total time it took the agent to take a call, from the time of the Callflow pop, including preview time, dialling, talk time and wrap-up time, to the point at which the agent was available again to take the next call.
Idle Time	The time spent between the agent ending the wrap up state and getting the next screen pop (on the first call of the day from login until the first screen pop.

Queue Distribution

This option is available on Team, Campaign and Outbound list and Campaign group level, displaying a graph showing queue details.


Agent State

The option is available on Team, individual Campaign, Outbound list, Campaign group and 'All Agent' level, displaying a graph representing available Agent States.
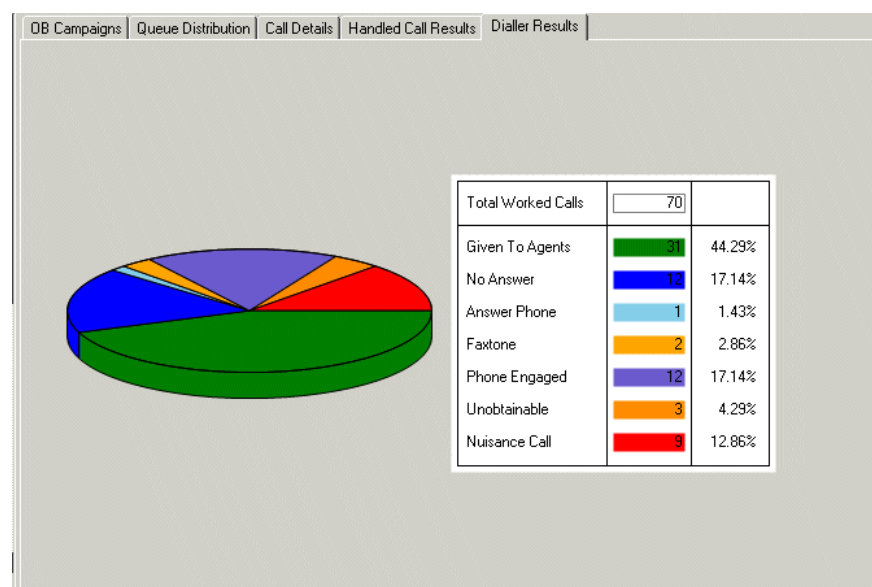
Handled Call Results

This option is available on Team, Campaign, Outbound list, Campaign group and Agent level, displaying a graph showing all Handled calls in 'real time', including the Call Results.
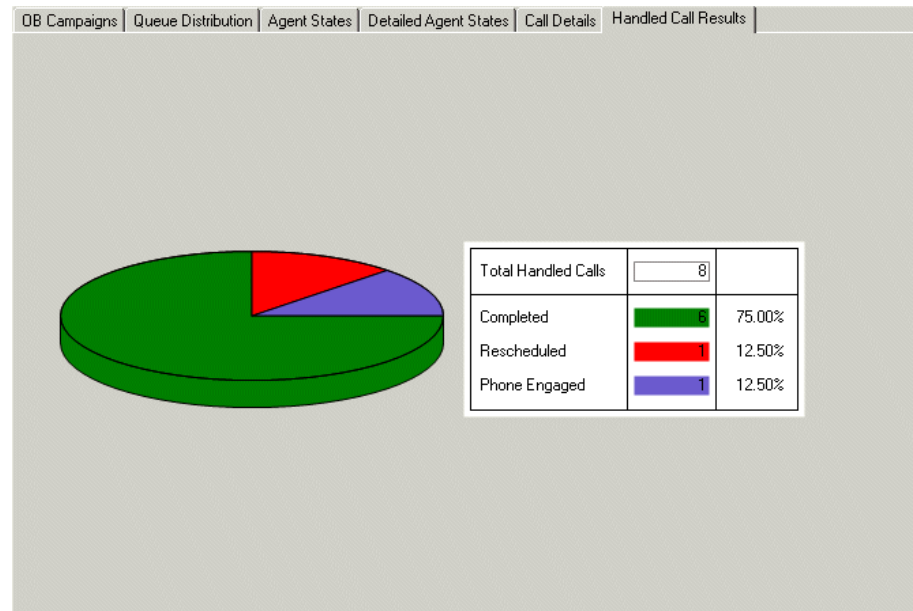
Dialler Results

This option is available on Campaign, Outbound campaign and Campaign group level and displays a graph showing dialler result details.

Dialler

CTI Details displays details related to the Predictive Dialler and the Switch.

Option	Displays:
Switch	The switch agents are logged into; if multi switch is used, the different switches, agents are logged into.
CTI Available	True or False, depending on whether or not CTI is available.
Agent Count	The number of agents logged into the specific switch.
Calls in Progress	The number of predictive calls being dialled.
Trunks Available	The number of Trunks available for the Dialler on that switch.
Trunks Allocated	The number of Trunks allocated to Outbound lists.
Trunks Unallocated	The number of Trunks not allocated to Outbound lists.

Licensing

Selecting the *Licensing* option, you can view the current Synthesys and Predictive Dialler licensing arrangements, including:

System ID   Shows the System ID that is generated when Synthesys is installed.

Expiry date   Date the licence expires.

Agent limit   Maximum agents that can be logged on at any one time.

Currently in use   Number of agents that are currently logged on.